

M e m o r a n d u m

To: Panel Members Date: August 27, 2004

From: Dolores Kendrick, Manager Analyst: M. Tolentino

Subject: ONE-STEP AGREEMENT FOR **TRINET NETWORKING & TRAINING, INC.**

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Retraining: Companies W/Out-Of-State Competition
- Legislative Priorities: Displaced/Potentially Displaced Workers
Promotion Of California's Manufacturing Workforce
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- ETP Trainees Represented by Union: No
- Name and Local Number of Union Representing ETP Trainees: None Of The "Core" Group Of Employers Is Represented By A Collective Bargaining Agreement. However, This Agreement May Serve Both Union And Non-Union Represented Employees.

CONTRACT:

- Program Costs: \$932,600
- Substantial Contribution: \$0
- Multiple Employer Support (8%) \$64,578
- Total ETP Funding: \$997,178
- Total In-kind Contribution: \$447,200
 - Trainee Wages Paid During Training: \$447,200
 - Other Contributions: \$0
 - Maximum Contractor Charge to Participating Employers: \$0 Per Trainee
- Reimbursement Method: Fixed-Fee
- County(ies) Served: Los Angeles, Orange, Riverside, San Bernardino

INTRODUCTION:

This will be the second project between TriNet Networking & Training, Inc. (TriNet) and the Employment Training Panel (ETP). TriNet, a private, for-profit, training and educational school, is eligible to contract with ETP under Unemployment Insurance Code Section 10205(c)(2) and Title 22 California Code of Regulations, Section 4426(a)(6) as an institution approved and certified by the Bureau for Private Postsecondary and Vocational Education (BPPVE).

Participating employers are eligible for ETP funding under Title 22 California Code of Regulations, Sections 4416(a)(b) and (c) as manufacturers and other companies facing out-of-state competition, or Section 4416(d)(1) as corporate headquarters of companies that do significant business outside of California, or facilities that provide significant support services to the Company's offices, operations, divisions, branches, stores, or franchises located outside of California.

TriNet is requesting ETP funds to assist participating employers to retrain its workers in Advanced Technology and Computer Skills to prevent the displacement of workers and/or promote California's manufacturing workforce.

MEETING ETP GOALS AND OBJECTIVES:

TriNet proposes training that will further the following ETP goals and objectives:

- 1) Participating employers targeted in this project include manufacturers that face out-of-state competition. The proposed training will promote the retention and expansion of California's manufacturing workforce.
- 2) Training is targeted to meet the need for a skilled workforce in manufacturing companies and other companies facing out-of-state competition. This project meets ETP's legislative mandate to foster job retention in industries threatened by out-of-state competition.

TRAINING PLAN TABLE:

Grp/Trainee Type	Types Of Training	No. Retain	No. Class/Lab Videocnf. Hrs.	No. CBT Hrs.	Cost Per Trainee	Hourly Wage After 90 Days
Retrainee Job 1	Advanced Technology	20	40	0	\$855	*\$15.00-\$72.50
Retrainee Job 2	Advanced Technology	60	80	0	\$1,711	*\$15.00-\$72.50
Retrainee Job 3	Advanced Technology	59	120	0	\$2,566	*\$15.00 - \$72.50
Retrainee Job 4	Advanced Technology	108	200	0	\$4,278	*\$17.85-\$72.50
Retrainee Job 5	Computer Skills	200	80-160	0	\$1,320	*\$11.16-\$25.00
					<u>Prevalent Hourly Wage</u>	
					\$25.00	
					<u>Average Cost Per Trainee</u>	
					\$2,231	
<u>Health Benefits Used To Meet ETP Minimum Wage:</u>					<u>Turnover Rate</u>	<u>% Of Mgrs & Supervisors To Be Trained:</u>
Health benefits will be applied to the base wage in order to meet the ETP minimum hourly wage of \$12.17 per hour for Los Angeles and Orange Counties and \$11.16 per hour for Riverside and San Bernardino Counties.					Shall not exceed 20% annually	20% or less
<u>Other Employee Benefits:</u>						
Other employee benefits vary among participating employers.						

COMMENTS / ISSUES:

➤ *Frontline Workers*

The majority of participants in this project meet the Panel definition of frontline workers under Title 22 California Code of Regulations, Section 4400(ee). No executive level staff who set Company policy will be trained under this Agreement.

➤ *Compensatory Nature of Training*

Training is mandatory for 59 percent of the core group of trainees.

➤ *Production During Training*

The proposed Contractor agrees that during ETP-funded training hours, trainees will not produce products or provide services which will ultimately be sold

➤ *High Cost of Training*

TriNet representatives state that trainees in Job Number 4 require 200 hours of Advanced Technology training. Based on the Advanced Technology rate of \$20 per training hour, reimbursement for Job Number 4 at 200 hours of training is \$4,278. This amount is more than double the ETP average cost or over \$3,078 per trainee.

Due to the nature of their jobs, IT managers, network engineers, network administrators, security engineers and database programmers whose wages range from \$17.00 to \$72.50 require multiple Advanced Technology courses in highly sophisticated software applications and networking technologies. In small groups of ten, these individuals will be trained in courses such as People Soft Enterprise, Certified Internet Webmaster, Cisco Certified Network and Microsoft Certified Systems Engineer. This format will allow for sufficient hands-on training for each trainee in these skills. Occupations in this Job Number have demonstrated wage progressions upon completion of training.

➤ *On-Site Training*

About 85 percent of training will take place at participating employers' facilities (on-site). However, center-based training at TriNet's Pomona facility may occur only for participating employers who do not have the equipment or facilities necessary for training. To meet ETP's customization requirement, center-based training conducted at TriNet will be limited to workers from the same employer.

PROPOSED ACTION:

Staff recommends approval of this Agreement if funding is available and the project meets Panel priorities based on TriNet's stated needs of participating employers to provide employees with the skills needed to avoid current and future layoffs caused by outdated technologies and operating procedures and to diversify products and services.

NARRATIVE:

TriNet, located in Pomona, California, was founded in 1998 to provide Advanced Technology and Computer Skills training to businesses (small and large) and public organizations. The Company has obtained approval from BPPVE to provide these types of training to employers throughout California.

According to TriNet representatives, participating employers are continually updating and upgrading their computer systems and capabilities and seeking optimal ways of providing employees with the computer-based technical skills and computer literacy required for improved business. TriNet's proposed curriculum reflects the increasing demand for skills required by employers to propel the expected growth of high-tech manufacturing and other types of businesses.

Advanced Technology courses in this project include: Certified Internet Webmaster (CIW) Foundations; CIW site designer; Cisco Certified Internetwork Expert; Cisco Certified Network Associate; Cisco Certified Network Professional, Cisco Certified Security Professional; Microsoft Certified Systems Engineer, Microsoft Terminal Server 4.0 Citrix, Networking and Security Basics, People Soft Enterprise One 8.9 Workshop and Programming. These topics will be provided to workers involved in IT such as: database engineer and programmer; IT support technician, manager and supervisor; helpdesk support staff; LAN, network and WAN administrators and systems engineer.

Computer Skills training such as A+ Certification Computer Technician and Microsoft Office Specialist will be provided to computer operators, desktop technicians, helpdesk support staff, sales staff and office support personnel.

Employer Demand

TriNet contacts employers in many industries, especially current and prior clients, on a regular basis to assist in determining training needs. TriNet markets to diverse large and small companies with departments involved in IT. Marketing efforts focus on changes in technology rather than the nature of a business, since the IT field has very similar requirements across the board. TriNet participates in trade shows and conferences, advertises in technology magazines, and maintains a website for marketing. Under the proposed training project, TriNet will continue to work with current clients and to contact prospective new employers who are in need of the kind of technical training that the project will provide.

Employer demand for the training was determined by surveys and meetings with area employers and information from major vendors (such as Microsoft and Cisco), which stay in constant communication with certified instructors and training centers with the latest modifications. Employers are experiencing a variety of changes within their businesses such as growth and mergers, new and upgraded manufacturing or software and hardware, and the use of the Internet for a myriad of business operations (such as selling products and communicating with customers). All of these changes require a company to train and upgrade the skills of workers to the required levels of expertise.

NARRATIVE: (continued)

The employer community in general, and individual employers in particular, help develop the curriculum by communicating their needs to the school. This input, along with standard industry guidelines, forms the basis for the curriculum. TriNet has conducted many surveys and meetings to ensure that its curriculum would serve the needs of its employer community. To determine specific employer needs, TriNet staff meets with all managers involved in training to discuss (1) their goals and how the IT Department fits in with those goals; (2) how the IT group currently operates; and (3) what changes will be occurring. From these discussions, school staff and the employer select the courses to help them meet their goals. Staff then determines the skill level of each trainee (based on prior training and experience) and determines what level of instruction each trainee needs.

Once training begins, feedback will be solicited from employers and individual trainees. Input will include written evaluations, student/instructor conversations, phone calls and meetings with the managers to ascertain noticeable increases in productivity or trainee performance. Curriculum changes in content and pace will be made based on this feedback.

Supplemental Nature of Training

State law requires that ETP funds be used to supplement, rather than displace, funds available through existing programs conducted by employers and government-funded programs.

Employers currently offer different types of training such as customer service and new-hire orientation. The computer skills training that TriNet will provide in this Agreement will supplement any Company-sponsored training. The proposed training is dedicated to new software and hardware or new versions of software and hardware. Employment Training Panel funds allow employers to achieve training and productivity goals that would not otherwise be met, give employers the ability to provide more training than they would normally offer, train more people, and provide classroom hours, in lieu of or in addition to, on-the-job training.

Some of the participating employers will re-enroll trainees who have participated in TriNet's first ETP Agreement for additional training. These trainees will be trained on newly updated hardware and software revisions that the Company has acquired.

SUBCONTRACTORS:

N/A

THIRD PARTY SERVICES:

N/A

ACTIVE PROJECTS:

The following are current project statistics:

ACTIVE PROJECTS						
Agreement Number	Agreement Amount	Term	Planned Number To Be Retained	Number Enrolled	Number Completed Training	Number Retained For 90 Days
ET03-0174	\$1,256,459	11/4/02 - 11/3/04	461	378	277	188

TriNet representatives state that training in this project will conclude on July 30, 2004 and they anticipate completing 400 trainees (88 percent).

TriNet Networking & Training Inc.

MENU CURRICULUM

Job 5
Class/Lab Hours
80 - 160

Computer Skills

Trainees in Job 5 will be provided any of the following :

A+ Computer Technician

- Installation, configuration, upgrading, diagnosing, troubleshooting, and repairing microcomputer systems. Includes safety and preventive maintenance, motherboards, processors, memory, printers, portable systems and basic networking.
- Installation, configuration, upgrading, diagnosing, and troubleshooting microcomputer operating systems including Command Line Prompt (DOS), Windows 95/98 and Windows 2000. Also includes file and memory management, networking, and Internet.

Microsoft Office Specialist

- Create and save documents, edit documents, manipulate text, format text and paragraphs, find and replace text, and use proofing tools using Microsoft Office Suite.
- Create modify and format worksheets, format and print worksheets, and work with formulas, functions, and charts using Microsoft Office Suite.
- Create and modify tables, create queries, use filters, create and modify forms, create and modify reports, and enhance reports using Microsoft Office Suite.
- Create Contacts, use e-mail, manage your Calendar, configure Tasks, use Journal, keep Notes, print Outlook data, and use Newsreader using Microsoft Office Suite.
- Create, modify, format, build and run PowerPoint slide shows, as well as use WordArt, ClipArt, and graphic objects using Microsoft Office Suite.

Jobs 1-4
Class/Lab Hours
40-200

Advanced Technology

Trainees in Jobs 1-4 will be provided any of the following :

Networking and Security Basics

- Identify the purpose, features and functions of hubs, bridges, switches, routers, Network Interface Cards (NIC) and Modems.
- Identify the 7 Layers of the Open Systems Interconnection (OSI) Model.
- Transmission Control Protocol / Internet Protocol (TCP/IP) Protocol Stack, Addressing and Subnetting.
- Identify the role of Domains, Servers and Clients. Install a Network using Windows 2000 Operating System Servers and Clients
- Authentication, biometrics, spoofing, Transmission Control Protocol / Internet Protocol (TCP/IP) hijacking, viruses and worms.
- Issues related to remote access, email, the Web, file transfer and wireless.
- Firewalls, routers, servers, mobile devices, removable media, security zones and intrusion detection.
- Physical security, disaster recovery, business continuity, forensics and risk identification

Programming

- This course provides a thorough hands-on introduction to Visual Basic.NET, including the .NET environment for developing enterprise Windows applications. The course teaches how to use Visual Basic. NET and existing Visual Basic code to quickly build powerful, object-oriented applications for the Web.
- Use Active Server Pages (ASP).NET and the .NET framework and how Active Server Pages (ASP).NET uses full compiled programming languages such as Visual Basic, Visual C++, and C#.
- Using an object-oriented programming language such as Visual Basic, C++ or Java, students design, code and document business-oriented programs.

People Soft Enterprise One 8.9 Workshop

- This course provides hands-on experience to master basic navigation and common functionality with the EnterpriseOne software.
- Interface features and efficiency tools.
- Create batch applications and add additional features to those applications.
- Create table conversions using flat files, foreign tables, and database tables.

Advanced Technology (continued)

- Design and modify reports using the Report Design tool.
- Add complex functionality to their report templates.
- Design and program workflow processes into new or existing applications.
- Create data dictionary items, user defined codes, business views, tables, and forms.
- Process data using electronic data interchange.
- Processing and reporting features of the General Accounting, Accounts Payable, and Accounts Receivable systems.
- Enter and manage customer invoices and receipts.
- Maintain, view, and print prices for customers.
- Create basic and complex reports using various reporting features.
- Define item and location information specific to warehouse control.
- Set up environments, path codes, data sources, and object configuration manager (OCM), and how they work together through an integrated case study.

Microsoft Terminal Server 4.0 Citrix

- This course will prepare Microsoft® Windows® administrators to expertly perform Citrix® MetaFrame™ installations and advanced administrative tasks.
- Enterprise-scale management, heterogeneous client and network connectivity and seamless desktop capabilities.
- Performance optimization, Citrix Program Neighborhood™, load balancing and advanced system management in this course covering Citrix MetaFrame 1.0 and 1.8 products.

Certified Internet Webmaster (CIW) Foundations

- The Certified Internet Webmaster (CIW) Foundations certified individual has the basic hands-on skills and knowledge that an Internet professional is expected to understand and use.
- Basic knowledge of Internet technologies, network infrastructure, and Web authoring using Hyper Text Markup Language (HTML).

Certified Internet Webmaster (CIW) Site Designer

- The Certified Internet Webmaster (CIW) Site Designer applies human-factors principles to designing, implementing, and maintaining hypertext-based publishing sites using authoring and scripting languages, content creation and management tools, and digital media tools.

Advanced Technology (continued)

- The course focuses on theory, design and Web construction, along with information architecture concepts, Web project management, scenario development and performance evaluations.

Microsoft Certified Systems Engineer (MCSE)

- This course focuses on network engineering and network administration using Microsoft Family of Servers and Desktop Operating Systems.
- Managing the Microsoft Desktop operating systems like Microsoft Windows 2000 Professional and XP.
- Support the Windows 2000 Server Core administration tasks like creating and managing users and computers.
- Design, Implement and support the Windows 2000 Server Network Infrastructure administration tasks like managing Dynamic Host Configuration Protocol (DHCP), Windows Internet Name Service (WINS), Domain Name System (DNS), Routing and Remote Access Service (RRAS), Internet Authentication Server (IAS) and Internet Security and Acceleration (ISA) servers.
- Design, Implement and Support the Windows 2000 Server Active Directory.
- Install and manage the Microsoft BackOffice Suite of products including Exchange, Structured Query Language (SQL) and Internet Security and Acceleration (ISA) servers.

Cisco Certified Network Associate (CCNA)

- This course focuses on using Cisco Catalyst switches and Cisco routers connected in local-area networks (LANs) and wide-area networks (WANs) typically found at small to medium network sites.
- Select, connect, configure, and troubleshoot the various Cisco networking devices.
Students will implement Routing Information Protocol (RIP), Interior Gateway Routing Protocol (IGRP), Enhanced Interior Gateway Routing Protocol (EIGRP) and Open Shortest Path First (OSPF) as the routing protocols in the class.

Cisco Certified Network Professional (CCNP)

- The CCNP (Cisco Certified Network Professional) indicates advanced knowledge of networks.
- Install, configure, and troubleshoot local and wide area networks for enterprise organizations with networks from 100 to more than 500 nodes.

Advanced Technology (continued)

- Routing, Switching, Remote Access Networks and Troubleshooting complex network problems.

Cisco Certified Security Professional (CCSP)

- The CCSP certification (Cisco Certified Security Professional) indicates advanced knowledge of securing Cisco networks.
- Secure and manage network infrastructures to protect productivity and reduce costs.
- Perimeter security, virtual private networks, intrusion protection as well as how to combine these technologies in a single, integrated network security solution.

Cisco Certified Internetwork Expert (CCIE)

- This is the highest level of education on Cisco Equipment.
- Concepts related to Routing, Switching and Security in-depth.
- Routing Protocols: Routing Information Protocol (RIP), Interior Gateway Routing Protocol (IGRP), Enhanced Interior Gateway Routing Protocol (EIGRP) and Open Shortest Path First (OSPF), Intermediate System-Intermediate System (IS-IS) and Border Gateway Protocol (BGP). Design and implement Cisco based networks from scratch using a combination of the above mentioned routing protocols and make them co-exist.
- Layer 2 technologies like Asynchronous Transfer Mode (ATM), Frame-Relay, Integrated Switched Digital Network (ISDN) and Layer 2 switching in a Local Area Network (LAN) environment.
- Design and implement secure networks using Cisco Products such as the Cisco Private Internet Exchange (PIX) Firewall, Cisco Virtual Private Network (VPN) Concentrator and Cisco Intrusion Detection System (IDS) Sensor.
- Quality of Service (QoS), Voice Over IP (VoIP), Multicasting, Network Address Translation (NAT)/Port Address Translation (PAT), and Generic Routing Encapsulation (GRE) Tunnels.

Participating Employers in Retrainee/New Hire Multiple Employer Contracts

Contractor's Name: TriNet Networking and Training Inc,
Reference No: 04-0415

CCG No.: ET05-0157
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PRINT OR TYPE

Company: Curative Health

Address: 623 Main St, Suite # D6

City, State, Zip: Corona, CA 92880

Contact Person & Title: Debbie Higgins, Manager

Telephone No.: 888-805-8344

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 40

Total # of full-time company employees worldwide: 500

Total # of full-time company employees in California: 100

Company: Fannie Mae/Federal National Mortgage Association

Address: 135 N Robles Ave. Suite 300

City, State, Zip: Pasadena, CA 91101

Contact Person & Title: Craig Bartholomew, Network Management Specialist

Telephone No.: 626-396-5418

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 50

Total # of full-time company employees worldwide: 2500

Total # of full-time company employees in California: 300

Company: First American Real Estate Solutions, Inc.

Address: 5601 La Palma

City, State, Zip: Anaheim, CA 92807

Contact Person & Title: Mericella Jimenez, Executive Assistant

Telephone No.: 714-701-2111

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 200

Total # of full-time company employees worldwide: 1914

Total # of full-time company employees in California: 904

Company: Telepacific Communications Corp.

ETP 100B (04/10/03)

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: TriNet Networking and Training Inc,

CCG No.: ET05-0157

Reference No: 04-0415

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Address: 515 S Flower St, 47th Floor

City, State, Zip: Los Angeles, CA 90071

Contact Person & Title: Lalita Nordquist, Manager Human Resources

Telephone No.: 213-213-3634

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 90

Total # of full-time company employees worldwide: 600

Total # of full-time company employees in California: 585